



WELNESS RECEPTIONISTS

The competition can be attended by employees in hotel and other receptions in the tourist industry of Slovenia with a wellness service offers.

The competitor must do the following tasks:

1. Writing part consists of:

- Correctness of the information provided or the answer to the specific question.

2. Practical part:

- Reception and communication with the guests (the reservation system used by the competitor is different from hotelier to hotelier – leisure), when registering to the competition, it is necessary that the competitor gives the information which system he uses at work place.

- Offer presentation (which service is appropriate /inappropriate for someone, for example: lymphatic drainage is specific, the receptor must know to who he can offer it, why is it useful; massage for pregnant woman – the guest wants a reflex foot massage and also mentions that she is within four (4) months of pregnancy; the receptor must point out the adequacy of the massage; he offers the massage for future mothers,...), a detailed description by the guest's selected service.

- Recommendation to the guest in case of an indecision of the choice from the offer

- Response to the situation:

- Commendation for the provided service.
- Appeal against the provided service.
- Appeal about rooms hygiene.
- Inventiveness on special requests from guest (desire for a masculine/female masseur, strong or gentle approach to massage, ...)

3. Role playing when leaving the Wellness in a foreign language.

JUDGING CRITERIA

1. WRITING PART

The correctness of the written response (content and format of the written product, grammatically and professionally appropriation), the correctness of the provided information or the answer to the specific questions, including the catering offers, the Catering Act and the Charter of Frankfurt

2. COMPETITOR'S PERFORMANCE

- reception and communication with the guest – first impression (arrangement, behavior, culture, gestures, mimics, way of communication, knowledge of professional terminology),
- knowledge of a foreign language,
- soft skills – the ability to solve and manage conflict situations, internal marketing skills and sales, business codes

Criteria and distribution of points that a competitor can obtain according to the specific content of the rules:

1. Written response correctness

0 – 30 points

2. Competitor's performance

- tidiness, verbal and non-verbal communication, first impression, ...

0 – 30 points

- professionalism, ingenuity, foreign language skills, ability to solve and manage conflict situations

0 – 40 points

The competitor can choose between the following foreign languages: English, German and Italian.

The competitor brings with him the printed matters and propaganda material that he uses in his work.



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The organizer may exclude the competitor, based on the head judges opinion, if the competitor does not follow the rules of the competition.

Work of the competitor will be judged from the moment of his/her arrival on the competition area, with the preparation phase, serving, presentation and cleaning part.

Based on the number of received points the bronze/silver/gold medal will be awarded. All competitors will receive a diploma.

On the competition day the head judge for this category will be available for comments after the competition.

Organiser has a right to expel the competitor following the head judge's complaint if the competition rules are not followed.

APPLICATION AND ADDITIONAL INFORMATION

Application deadline: friday, 27. september 2019

E-application: <http://gtzslovenije.si/prijava/>

For information regarding competition organization please contact project manager:

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For all additional information, please contact the head judge:

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